



David J. Johnson
Director
Service Engineering Operations
Ford Customer Service Division

Ford Motor Company
P. O. Box 1904
Dearborn, Michigan 48121

August 31, 2022

TO: All U.S. Ford and Lincoln Dealers

**SUBJECT: NEW VEHICLE RECOMMENDED DELIVERY HOLD -
Customer Satisfaction Program 22P07**
Certain 2021 Model Year Escape Vehicles
Active Grille Shutters Upper and Lower Air Deflector Replacement

REF: TSB 21-2445
Dated: March 1, 2022

PROGRAM TERMS

This program will be in effect through August 31, 2023 for vehicles within the new bumper-to-bumper warranty coverage period.

AFFECTED VEHICLES

Vehicle	Model Year	Assembly Plant	Build Dates
Escape	2021	Louisville	August 9, 2021 through September 20, 2021

Affected vehicles are identified in OASIS and FSA VIN Lists.

NOTE: TSB 21-2445 includes the same parts and repair procedure contained in this FSA. Therefore, 22P07 will be closed automatically if TSB 21-2445 is submitted for claim payment.

REASON FOR THIS PROGRAM

Some of the affected vehicles may encounter front-end flutter noise at highway speeds around 75 mph (105 km/h) due to having been manufactured without a front isolator bracket. This condition does not present an unreasonable risk to motor vehicle safety.

SERVICE ACTION

Before delivering any new in-stock vehicles involved in this program, dealers are to replace the active grille shutter upper and lower air deflectors. This service must be performed on all affected vehicles at no charge to the vehicle owner.

OWNER NOTIFICATION MAILING SCHEDULE

Owner letters will not be mailed for this program.

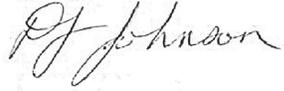
ATTACHMENTS

Attachment I: Administrative Information
Attachment II: Labor Allowances and Parts Ordering Information
Attachment III: Technical Information
Owner Notification Letter

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician System (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in black ink that reads "D. Johnson". The signature is written in a cursive style with a large, stylized initial "D".

David J. Johnson

NEW VEHICLE RECOMMENDED DELIVERY HOLD - Customer Satisfaction Program 22P07

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OASIS ACTIVATION

OASIS will be activated on August 31, 2022.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Correct affected vehicles identified in OASIS which are brought to your dealership within the applicable bumper-to-bumper warranty coverage period.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Correct all affected units in your new vehicle inventory before delivery.
- Use OASIS to identify any affected vehicles in your used vehicle inventory.

TITLE BRANDED / SALVAGED VEHICLES

Affected title branded and salvaged vehicles are eligible for this service action.

OWNER REFUNDS

Refunds are not approved for this program.

RENTAL VEHICLES

Rental vehicles are not approved for this program.

ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual / Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the "Related Damage" radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

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CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.
 - When entering claims:
 - Claim type 31: Field Service Action. The FSA number 22P07 is the sub code.
 - Customer Concern Code (CCC): B58
 - Condition Code (CC): 33
 - Causal Part Number: 8312
 - Part Quantity: 0
 - For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.

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Certain 2021 Model Year Escape Vehicles

Active Grille Shutters Upper and Lower Air Deflector Replacement

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Replace upper and lower active grill shutters upper and lower air deflectors.	22P07B	1.0 Hour

PARTS REQUIREMENTS / ORDERING INFORMATION

To place an order for LJ6Z-8312-D, LJ6Z-8327-G or LJ6Z-8327-H submit a Special Program order in the DOW system. SSSC contact is not required to order K-Coded parts on this program. More information can be found in EFC 10642.

Part Number	Description<indicate if order quantity in package is different from quantity required for repair>	Order Quantity	Claim Quantity
LJ6Z-8312-D	Upper AGS air deflector (all vehicles)	1	1
LJ6Z-8327-G	Lower AGS air deflector (without active cruise control)	1	1
LJ6Z-8327-H	Lower Duct (with active cruise control)		

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION, RETURN, & SCRAPPING

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES. If a replaced part receives a scrap disposition, the part must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

REPLACED FSA PARTS INSPECTION AND SIGN OFF

Effective March 1st 2021 all parts replaced as part of an FSA repair with a repair order open date of March 1st 2021 or later must be inspected and signed off on the repair order by a member of your dealers fixed operations management team or an employee the task has been delegated to. If the task is to be delegated to a non-management employee, the employee needs to be someone other than the technician who completed the repair and needs to understand the importance of completing this task consistently and accurately.

- All parts replaced as part of an FSA repair should be returned to the parts department following the Warranty Parts Retention and Return Policies.
- Inspect the replaced parts to verify the FSA repair was completed.

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Certain 2021 Model Year Escape Vehicles

Active Grille Shutters Upper and Lower Air Deflector Replacement

REPLACED FSA PARTS INSPECTION AND SIGN OFF (continued)

- If the FSA repair is found to be complete, the designated employee signs the repair order line or parts return stamp area (electronic or hand signed) for the FSA repair indicating the parts were inspected and validated to have been replaced.
- After the parts have been inspected, they should be handled based on the guidance in the parts status report in the Online Warranty System (Hold, Return, CORE, Scrap, etc.).
- This process is subject to review during warranty audits for FSA repairs with a repair order open date of March 1st 2021 or later. Any eligible FSA claims requiring parts replacement, found not to have been inspected and signed off during a warranty audit will be subject to chargeback and consideration for enrollment into the Dealer Incomplete Recall Repair Process.

Note: Other approvals (electronic or handwritten) for add-on repair lines, dealer owned vehicle repairs, and repeat repairs do not qualify as FSA parts inspection approvals. The post repair FSA parts inspection process (electronic or handwritten) is independent from other warranty approval requirements. The approval by the designated employee implies that the FSA parts were found to be replaced and must be able to be clearly identified on the Repair Order. If multiple FSA's require approval on a single Repair Order, each applicable occurrence will require individual post repair approval by the designated employee.

CERTAIN 2021 MODEL YEAR ESCAPE VEHICLES — ACTIVE GRILLE SHUTTERS UPPER AND LOWER AIR DEFLECTOR REPLACEMENT

SERVICE PROCEDURE

1. Remove the front bumper cover. Please follow Workshop Manual (WSM) procedures in Section 501-19.
2. Remove the push pins, release the tabs and remove and discard the upper radiator air deflector.
See Figure 1.
Use the General Equipment: Interior Trim Remover

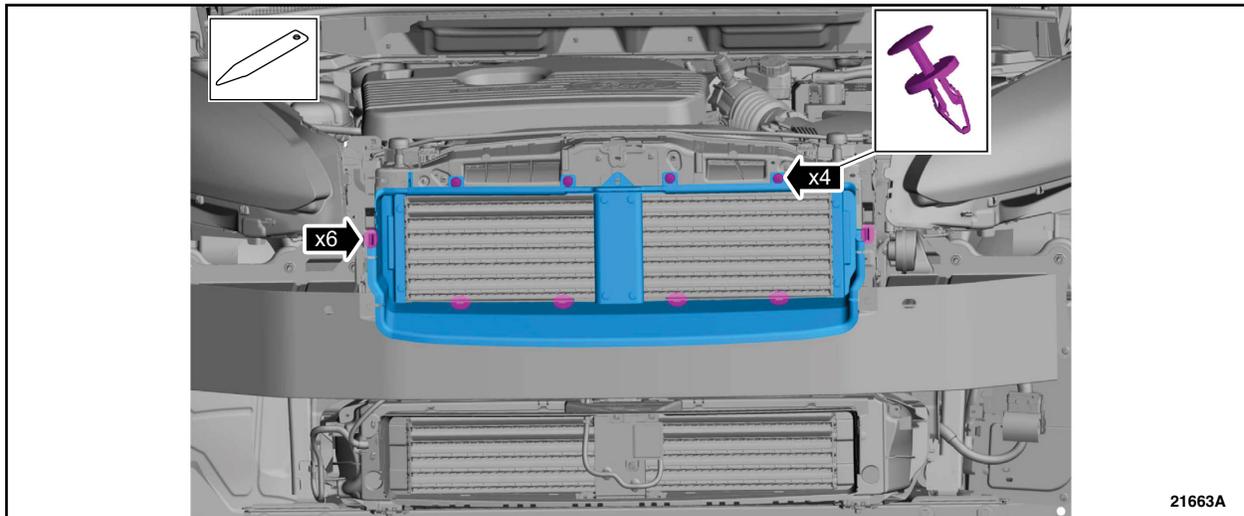


FIGURE 1

3. Remove the push pins, release the tabs and remove and discard the lower radiator air deflector.
See Figure 2.
Use the General Equipment: Interior Trim Remover

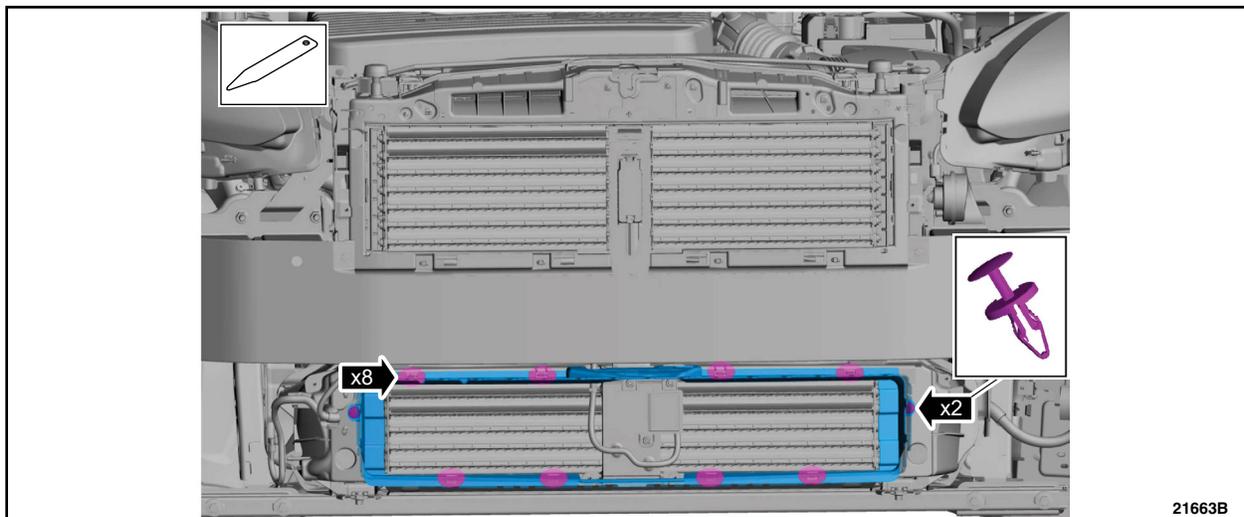


FIGURE 2



4. Install the new lower radiator air deflector and push pins. See Figure 3.

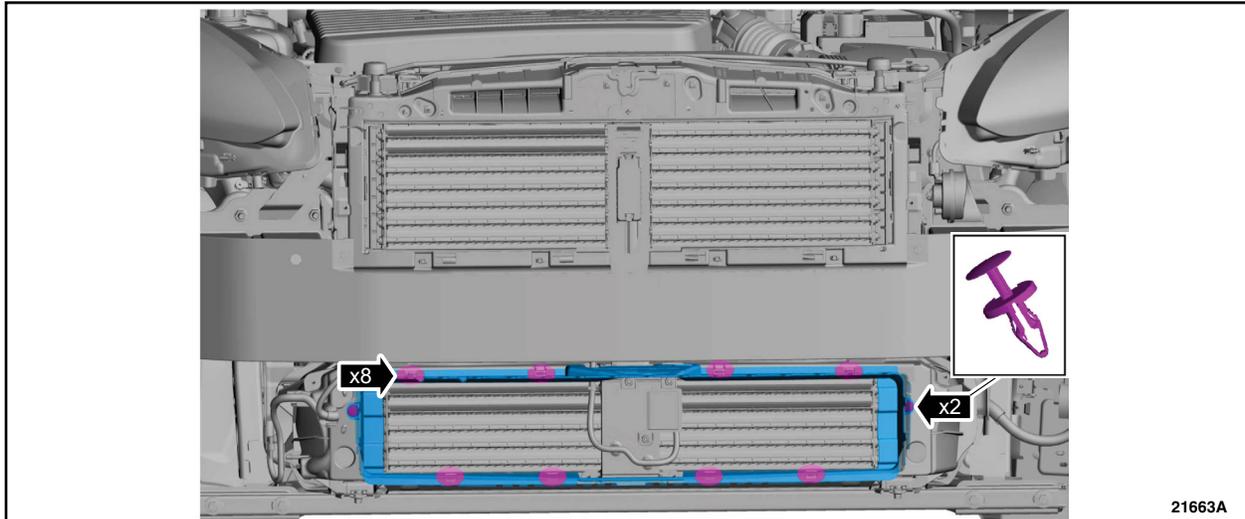


FIGURE 3

5. Install the new upper radiator air deflector and push pins. See Figure 4.

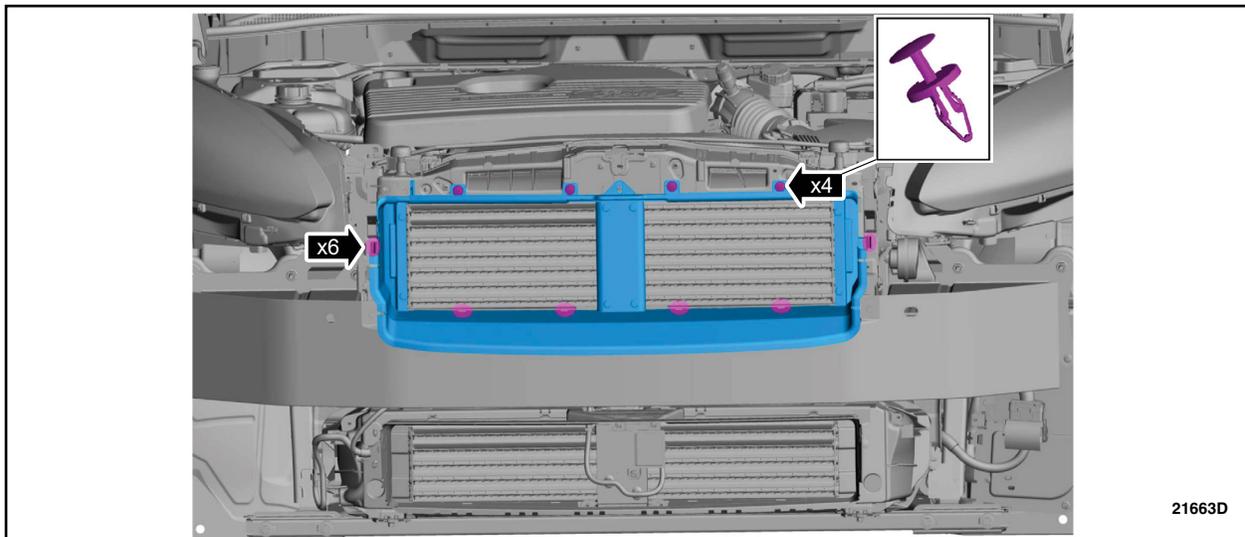


FIGURE 4

6. Install the front bumper cover. Please follow WSM procedures in Section 501-19.

